Aging and People with Disabilities

APD Support Staff Training Curriculum

Required Training

DHS/OHA NEW EMPLOYEES ONLY 2014 P-101 *General Privacy*
The course introduces employees to the importance of protecting private data, relevant laws, and best practices for handling sensitive information used in DHS and OHA operations. Topics include: recognizing and protecting private information; relevant privacy laws such as HIPAA and the Privacy Act; the data lifecycle; use and sharing of private information; best practices for storing, transporting, and protecting private data; and reporting privacy incidents.
Length of Training: Self-paced
Location: At your desk

DHS/OHA NEW EMPLOYEES ONLY 2014 S-103 *Information Security*
The course introduces employees to common security threats, relevant laws, best practices, and the importance of protecting information used in DHS and OHA operations. Topics include: recognizing and avoiding various security threats such as social engineering scams, viruses, and malware; protecting mobile devices and data; acceptable use of computing systems and information; file storage and backup; strong passwords; and reporting security incidents.
Length of Training: Self-paced
Location: At your desk

Cultural Competency & Diversity at DHS and OHA: *Valuing, Embracing and Implementing*
This highly interactive training will help increase your ability to use culturally competent behaviors; to identify opportunities for increasing culturally competent services to clients, consumers, citizens, or internal customers; and to continue the journey of becoming more culturally competent in your workplace at DHS.
Length of Training: 1 day
Location: Salem and other local areas

DHS Core Values Training

This training focuses on the DHS Core Values - Integrity, Stewardship, Responsibility, Respect, Professionalism, Innovation, and Service Equity. This course builds on the foundation of the values and how the values can be brought to life in our work in assisting people to be healthy, safe and independent.

Length of Training: ½ day

Location: Salem and other local areas

Online: Creating and Maintaining a Respectful, Harassment and Discrimination Free Workplace

This eLearning course features scenarios and interactive content designed to give a basic understanding of these essential workplace policies for DHS|OHA and the State of Oregon:

- Discrimination and Harassment-Free Workplace Policy
- Maintaining a Professional Workplace Policy

Length of Training: Self-paced

Location: At your desk

Online: LDMS Awareness eLearning Training Course

This training has been designed to help DHS and OHA staffs understand what LDMS is and why both agencies have chosen to incorporate it into their everyday work. This course's objectives are to help you learn to:

- Identify the foundation of operational excellence;
- Identify the purpose of LDMS;
- Identify the purpose of a primary visual display (PVD);
- Identify the purpose of huddles; and
- Recognize the purpose of a continuous improvement (CI) meeting.

Length of Training: Self-paced

Location: At your desk

Online: SNAP Civil Rights – 2014

This course describes the civil rights of persons receiving or applying for benefits from the Supplemental Nutrition Assistance Program (SNAP) or other cash benefits. This is a required course for anyone working with Self-Sufficiency Programs and SNAP benefits. It is beneficial and recommended for other DHS staff and community partners. This course must be taken yearly.

Length of Training: Self-paced

Location: At your desk

Highly Recommended Training

APD Eligibility 101 (Basic)
In-depth training on: WEBM, FIND/Internet Manuals/Help Windows. Overview of Agency - field & central office structure/mission statement & philosophy, SS Act. This class covers an overview of programs, concepts of programs/eligibility/ acronyms/waivered services basics.
Length of Training: 2 ½ day course
Location: Salem

Domestic Violence 101
Participants will gain insights into the world of a survivor of domestic violence and how they can support clients, friends, or co-workers who have been affected by domestic and sexual violence. Learn about types of abuse, warning signs of abusive behaviors, addressing the children, barriers to leaving an abuser, ways to support survivors, services available and coordination with other service providers, the cause of domestic violence and what individuals can do to make a difference.
Length of Training: 1 day
Location: Salem and other areas

APD Oregon ACCESS Basics
Registrants will gain a basic knowledge and understand the Oregon ACCESS system. They will gain knowledge in: Log In and Navigation within ACCESS; Tool Bar functions; Online Help functions; Search functions; Screening and Case setup; How to make changes; Printing forms; Ticklers; Reports; and Narration. They will gain a basic knowledge of how to integrate ACCESS with CMS. This is not a policy class and policy application will not be covered.
Length of Training: 1 day
Location: Salem

Expedited SNAP
Intended for support staff who process Expedited SNAP only, this class covers SNAP eligibility factors and the process for certifying cases for 1-2 months under expedited service. Topics include: - Application process - Eligibility groups - Citizenship/alien status - Students – OFSET and job quit - Categorical eligibility - Financial eligibility. Students learn the steps to determining eligibility and issuing initial SNAP benefits before handing the case off to a SNAP worker. Introduction to the FSMIS portion of the mainframe is included.
Length of Training: 2 days
Location: Various

Ask Diversity: An Introduction to P.A.U.S.E. (required where available)
The Introduction to P.A.U.S.E. course is designed to introduce learners to the basic fundamentals necessary to begin applying diversity thinking to everyday decision-making. By the end of the course, participants should be able to: 1) Understand how diversity, inclusion, cultural competency, social justice, and equity are core to the work of DHS; 2) Recognize how biases and assumptions get in the way of sound decision-making; and 3) Apply the P.A.U.S.E. model of decision-making to everyday work.

P.A.U.S.E. is a flexible tool that allows teams and individuals to take a people-centric approach in their decision-making processes. So often, we are pressured to go so fast that we make snap judgments that may lead to costly errors. These errors may have unintended consequences, such as making services more difficult to access for certain populations of clients. By being intentional about creating inclusive outcomes, the P.A.U.S.E. methodology can lead to enormous dividends in fostering a welcoming work environment as well as delivering equitable services for all our clients.
Length of Training: 1 day
Location: Salem and other local areas

On The Job Training
Case Aides will work with their Case Managers and assigned coaches to be trained on specific tasks that they will be doing in their positions.
Length of Training: Forever and ever
Location: Local office